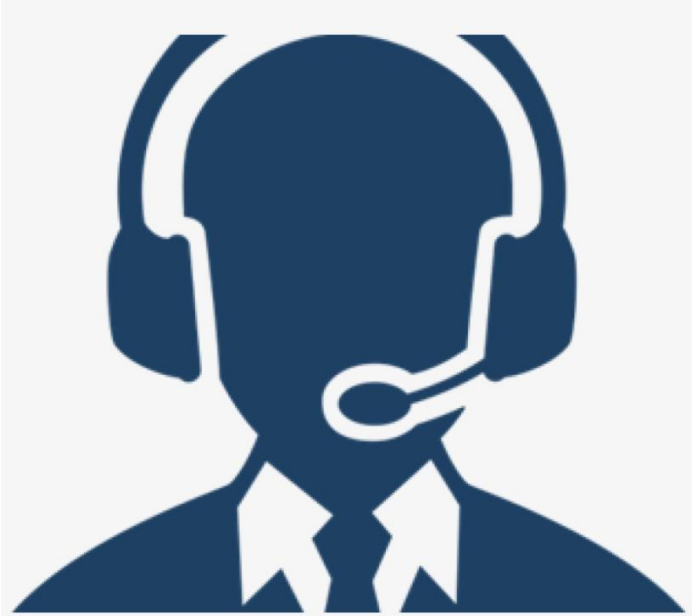
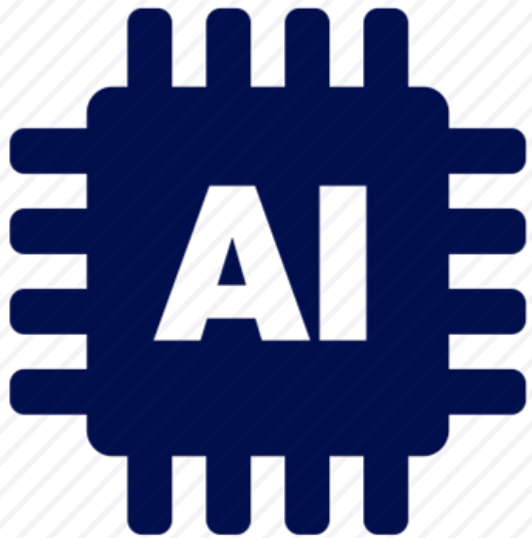




Professional Call Center Answering and Informational Service

RFP-353-26-JJ

Joann Hussey, Director
Office of Communications,
Marketing & Economic Development



Strategic Plan Focus Area: Communications & Civic Engagement

GOAL: Facilitate two-way communication between the City and the people it serves

GOAL: Enhance public access to information

STRATEGIC FOCUS AREAS

Where we are committed to seizing growth opportunities



**COMMUNICATIONS AND
CIVIC ENGAGEMENT**



ECONOMIC VITALITY



**EMPLOYEE DEVELOPMENT
AND EMPOWERMENT**



**FINANCIAL MANAGEMENT
AND ADMINISTRATION**



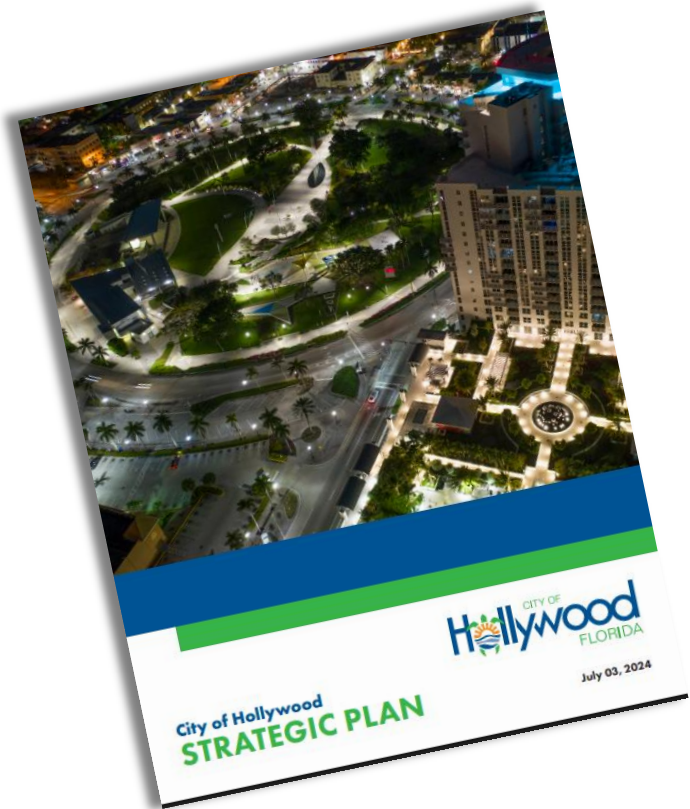
**INFRASTRUCTURE
AND FACILITIES**



PUBLIC SAFETY



**QUALITY OF LIFE AND
STRONG NEIGHBORHOODS**



**CUSTOMERS
ARE OUR #1
PRIORITY**

Professional Call Center Answering and Informational Services

Call Answering
& Routing

Information
& Assistance

Request for
Service Entry
into CRM

Assist with
Self-Help
Options

Payment
Processing

Documentation
& Analytics

Professional Call Center Answering and Informational Services

Firm
Qualification
& Experience

Organizational
Profile &
Project Team
Qualifications

Approach &
Methodology

Project
Implementation

Cost
Proposal

References

Professional Call Center Answering and Informational Services

26 firms responded. Final rankings:

1. 22nd Century Technologies, Inc. – 10pts
2. Datamark – 12 pts
3. Direct Interactions, Inc. – 15 pts
4. Daupler – 17 pts
5. Tech Mahindra Americas Inc. – 21 pts

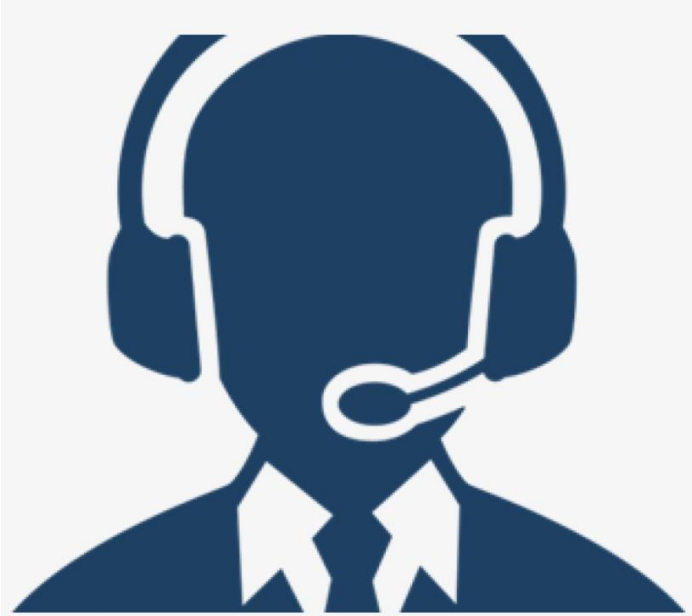
Professional Call Center Answering and Informational Services

- Negotiation & Contract Finalization
- Initiate functional design phase
- Return to Commission for integration cost approvals

RFP-353-26-JJ

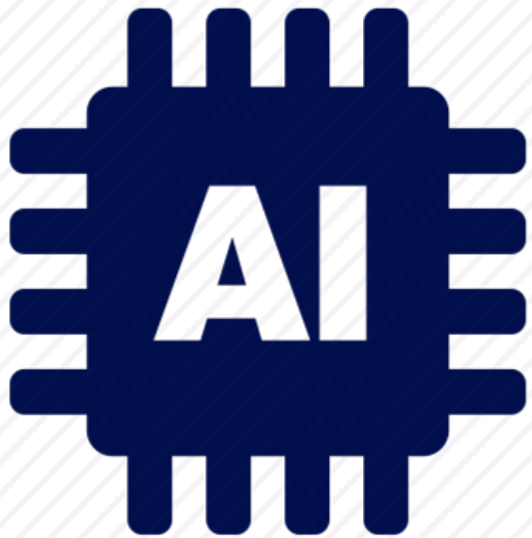
Citywide Professional
Answering and
Informational
Services





**Professional Call Center Answering
and Informational Service**

RFP-353-26-JJ



QUESTIONS?